

Placement Drive



Organized by
**the District Employment
Exchange, Nongpoh**

In collaboration
with

24/7[ai]

Build
Your Career
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Date
28th September 2026



Time:-
11:00 AM onwards



Venue:-
**District Employment
Exchange, Nongpoh**

Placement
at



SHILLONG TECH PARK
Umsawli, New Shillong



**Customer Support associate – Voice Process
(International)**



About the Role:-

Handle customer and/or outbound customer calls to respond to queries, resolve issues, process service requests and ensure customer satisfaction while adhering to quality and performance standards.



Required Skills:-

- Excellent Communication Skills
- Active listening & empathy
- Problem-solving & patience
- Customer handling ability



Key responsibilities:-

- Handle customer calls (inbound/outbound)
- Provide accurate resolutions
- Maintain customer satisfaction
- Escalate unresolved cases
- Follow scripts, compliance & SLA
- Document in CRM/ ticketing system
- Meet KPIs (AHT, FCR, CSAT, attendance)



Eligibility:-

- 12th Passed (HSSLC) and above
- Freshers & Experienced welcome
- Age upto 35 years



Work Environment:-

- Rotational Night Shift (occasional overtime if required)
- 5 days working (rotational weekly off)
- Work from office(Shillong)



Benefits:-

- Life Insurance Coverage for 5 family members (upto Rs 3 lakhs)
- Free transportation (within 10km radius from office)



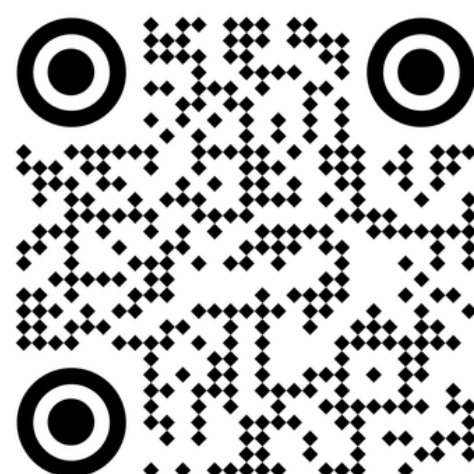
For more information write to us at
deeribhoi@gmail.com



Visit District Employment Exchange,
Nongpoh ,located adjacent to
Nongpoh Police Station.



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